

# Emergency Management and Evacuation Policy and Procedures

## National Quality Standard

|         |       |  |
|---------|-------|--|
| Element | 2.2.1 | Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.  |
|         | 2.2.2 | Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.        |
|         | 3.1.1 | Fit for purpose - Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child                         |
|         | 6.2.3 | Community engagement - The service builds relationships and engages with its local community.  |
|         | 7.1.2 | Management Systems - Systems are in place to manage risk and enable the effective management and operation of a quality service  |
|         | 7.1.3 | Roles and responsibilities - Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.                     |
|         | 7.2.3 | Development of professionals - Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development. |

## National Law

|         |         |  |
|---------|---------|--|
| Section | 165     | Offence to inadequately supervise children                       |
|         | Section | Offence relating to protection of children from harm and hazards |
|         | 167     |  |

## National Regulations

|      |           |  |
|------|-----------|--|
| Regs | 97        | Emergency and evacuation procedures  |
|      | 98        | Telephone or other communication equipment   |
|      | 168(2)(e) | Policies and procedures in relation to emergency and evacuation including the matters set out in regulation 97 |
|      | 170       | Policies and procedures to be followed   |
|      | 171       | Policies and procedures to be kept available   |
|      | 172       | Notification of change to policies or procedures   |

## My Time, Our Place (MTOP)

|           |   |
|-----------|---|
| Outcome 3 | Children and young people have a strong sense of wellbeing  |
|           | <ul style="list-style-type: none"><li>Children and young people become strong in their social, emotional and mental wellbeing</li><li>Children and young people are aware of an develop strategies to support their own mental and physical health, and personal safety</li></ul> |

## Aim

In the event of an emergency at the service, we aim to manage the situation in a rehearsed, timely, calm and safe manner to secure the safety of each person at the service. Emergencies may require

us to evacuate, lock out or lock down the premises. The safety and wellbeing of each child and adult at the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

## Definitions

*“Authorised nominee”* - a person who has been given permission by a parent or family member to collect the child from the service. Source: National Law (Section 170)

*“Parent”* - in relation to the child, includes: a guardian of the child; and a person who has parental responsibility for the child under a decision or order of a court. For regulation 99, ‘parent’ does not include a parent who is prohibited from having contact with the child. Source: National Law (Definitions)

*“Direct Egress”* - means the ability to move and directly exit to an assembly area that is at the same level as the education and care service and is outside the service premises and away from the building. This does not include travelling through sets of stairs (including fire isolated stairwells), busy occupied areas, traffic or other hazards, or obstructions. Source: [ACECQA Guide to the NQF](#)

*“Emergency”* - an incident, situation or event where there is an imminent or severe risk to the health, safety or well-being of a person at the service (e.g., a flood, fire or a situation that requires the service premises to be locked down or other type of emergency response). Source: [ACECQA Guide to the NQF](#)

*“Emergency drill/rehearsal”* - a process to rehearse the possible emergency scenarios or events, designed to help clarify roles and responsibilities, provide training and test the adequacy of the emergency response. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Emergency Services”* - includes ambulance, fire brigade, police and state emergency services. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Evacuation diagram/plan”* - an evacuation plan is used where it is deemed necessary to evacuate the immediate area or building. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Evacuation route”* - Continuous path of travel (including exits, public corridors) from any part of a building to a safe place. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Harm”* - Physical or mental injury; hurt. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Hazard”* - a danger or risk, even though often foreseeable. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Lock Down”* - a security measure taken during an emergency to prevent people from leaving or entering a premises until the threat or risk has been resolved. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Lock Out”* - a security measure taken during an emergency to prevent people from entering a premises until the threat or risk has been resolved. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

*“Multi-storey building”* - a building with more than two storeys, including the ground floor. Each level of a split-level storey (or mezzanine), is counted as one storey. For these purposes, the ground floor is the first storey, the first floor is the second storey, and so forth. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

“Risk” - Exposure to the chance of injury or loss; a hazard or dangerous chance. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

“Risk assessment” - assessing the risk means working out how likely it is that a hazard will harm someone and how serious the harm could be. Source: [ACECQA Risk assessment template: Excursions](#)

## Intersection with other policies

Bushfire or Grassfire Policy

Bush Kindy Policy

Child Safe Policy

Emergency Service Contact Policy

Enrolment and Orientation Policy

Lockdown Policy

Incident, Injury and Trauma and Illness Policy

Administration of Authorised Medication Policy

Death of a Child Policy

Medical Conditions Policy

Physical Environment (Workplace, Learning and Administration) Policy

## Implementation

Our service has strict measures and procedures in place to ensure the safety, health and well-being of children, staff and visitors during emergencies and evacuations. Specifically, we:

- Conduct thorough risk assessments in line with the *National Regulations*
- Follow best practice emergency planning and management, namely the Australian Standard AS3745:2010 Planning for emergencies in facilities, as well as guidance from ACECQA and regulatory authorities
- Have a comprehensive *Emergency Management Plan* that includes clear procedures for dealing with a range of emergencies
- Have an *Emergency Communication Procedure*
- Conduct quarterly emergency drills for evacuations and other emergencies
- Have defined roles and responsibilities for staff, volunteers, students and families
- Train staff, volunteers and students on our policies and procedures, both at induction and at regular intervals
- Communicate our emergency policies and procedures to the children and families
- Ensure that our emergency equipment – such as fire extinguishers, blankets, Emergency Kits – are maintained and tested according to instructions
- Monitor and audit compliance and strive for continual improvements to our practices.

## Risk assessments

We will conduct a risk assessment of potential emergencies that are relevant to our service at least once every 12 months and soon as practicable after becoming aware of any circumstances that may affect the safe evacuation of children from our service. A record of each risk assessment conducted will be kept, in line with our regulatory obligations.

We will ensure that children are protected from risks, and that any newly identified risks are communicated to the nominated supervisor and approved provider as soon as practicable. The approved provider must ensure that any necessary updates are made to this *Policy and Procedure*.

### **Risk assessment areas to consider**

Risk assessments must identify and assess the risks of potential emergencies and specify how the risks will be minimised and managed.

#### *Possible emergencies including:*

- Natural disasters such as earthquake, flood, bush fire, extreme weather and storms
- Personal injuries and threats, suspicious mail, siege, bomb scare
- Chemical spills, biohazards, fire, gas leak, explosion.

#### *Potential hazard during emergencies including:*

- Heavy items falling particularly if they are stored high
- Hazardous materials leaking
- Communication/power outages or live wires
- Debris blocking preventing safe evacuation
- Structural damage to buildings.

#### *Additional risks for multi-storey buildings including:*

- Coordination of evacuations with the other occupants in the building – the increased number of people evacuating puts greater demand on evacuation routes
- Greater distance to travel when evacuating
- Children, particularly babies and toddlers, are less mobile than adults. Also, special consideration is needed for non-ambulatory children
- Fire and smoke can spread very quickly across and up levels
- Flooding can occur in lower levels during fire extinguishing.

## **Emergency Management Plan**

Our *Emergency Management Plan* will be based on all identified risks and includes appropriate responses including evacuation, lockdown, lockout and shelter-in-place, and drill and training schedules. Where appropriate, we will consult with local emergency services (e.g., fire, police, ambulance), local government, community leaders and other relevant agencies for advice about issues like evacuation routes, assembly points and accessibility for adults or children with special needs. As our service is located on or near school sites, we will work with school staff to ensure a consistent and co-ordinated approach is taken to manage emergencies.

### **Our Emergency Management Plan will include:**

- Emergency contact details for people who have specific roles or responsibilities
- Contact details for local emergency services
- A description of how we will alert people to an emergency, e.g., siren/bell
- Emergency procedures (see **Appendix A** and, where relevant, procedures in our *Bushfire and Grassfire Policy* which forms part of the *Emergency Management Plan*). We may discuss our procedure - for example, evacuation point/route and alternatives - with local emergency services, community leaders and/or other relevant authorities, or access their online

resources to ensure our procedures are robust, and accessible for adults or children with special needs

- How we will assist any child or person with special needs
- An Evacuation Diagram (see below for details) based on service floor plans showing the location of fire equipment, emergency exits and assembly points
- Processes to ensure staff are trained in our emergency procedures
- Processes we will follow after an incident
- Procedures we will follow to test the Emergency Management Plan and familiarise children and staff with the Plan
- For services located in multi-storey buildings shared with other occupants and on a storey with no direct egress to an assembly area should consult the Australian Standard AS3745:2010 Planning for Emergencies in Facilities to determine the standards for emergency planning. The *National Regulations* also require these services to include in their plans and procedures the following:
  - All possible evacuation routes from each storey on which the premise is located
  - The evacuation routes that are proposed to be used in an evacuation
  - How all children will be safely evacuated from the premises, including non-ambulatory children
  - The stages in which an evacuation will be carried out
  - The identity of the person in charge of the evacuation
  - The roles and responsibilities of staff members during an evacuation
  - The arrangements made with the other occupants of the multi-storey building in relation to the evacuation of the multi-storey building.

### **Evacuation Diagram**

The Evacuation Diagram of the floor or area will include the following elements and will be at least A4 size:

- Title, e.g. Evacuation Diagram
- Designated exits in green
- Hose reels, hydrants, extinguishers, fire blankets in red
- “You are here” location
- Location of assembly area(s) including shelter in place location (stated pictorially or in words)
- Location of communication equipment in red
- Legend with the symbols used
- Date Diagram completed and when it will be reviewed
- If the Diagram includes additional elements, including those listed below, it will be at least A3 size:
  - Direction of North
  - Paths of travel in green
  - Location of First Aid Kits
  - Location of Hazardous Chemicals
  - Emergency information (e.g., phone numbers, procedures).

## Displaying information from the Emergency Management Plan

Relevant information from the Emergency Management Plan is displayed prominently at our service to ensure it can be easily identified and is accessible to all educators, staff, visitors, volunteers and families. Relevant information includes:

- Emergency service telephone numbers which will be displayed near telephones and service exits
- Evacuation procedures and diagrams which will be displayed near each exit. The Evacuation Diagram will be displayed at a height not less than 1200 mm and not more than 1600. It will also be oriented correctly in relation to the emergency exit, the 'You are here' point and the assembly area(s).

## Emergency and Evacuation Procedures

Staff, volunteers and students will implement the *Emergency and Evacuation Procedures* during an emergency to protect children, each other and visitors to our service, and to ensure compliance with all regulations.

The following procedures are detailed at **Appendix A**:

- **Emergency Evacuation procedure**
- **Lockout procedure** (see the separate *Lockdown Policy* for our Lockdown Procedure)
- **Shelter-in-Place procedure**
- **Emergency response procedures** (what to do in specific emergencies: fire, severe weather, storms, flooding, pandemic, bomb/chemical threat, major external and internal emissions/spills, earthquake, medical emergencies, intruder/personal threat. Bush fires and grass fire procedures can be found in our separate *Bush fires and Grass Fire Policy*.)

## Emergency Communication Procedure

Our Emergency Communication Procedure is at **Appendix B**.

The approved provider will ensure there is access to reliable communication channels in the event of an emergency by maintaining access to a telephone (such as fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment) at all times.

The main telephone is located at the front office. If there is a complete loss of electricity and the telephones are not available, a mobile phone will be available and ready to use at all times to ensure educators can make emergency contact.

## Emergency Kit

The nominated supervisor will ensure an Emergency Kit includes:

- Current emergency contact details for each child
- Employee and next of kin contact details
- Emergency service telephone numbers (see [sa.gov.au](http://sa.gov.au) for national numbers)
- Working torch and spare batteries

- Fully stocked first aid kit
- Administration of medication records and medical management plans
- Mobile phone with sufficient credit and charger
- Drinking water
- Woollen blankets/towels
- Gloves
- Smoke mask/goggles
- Portable radio and torches - battery-powered, solar or wind-up
- Spare batteries
- Whistle
- Pen and paper
- Insurance policy
- Alcohol based hand sanitiser
- Sunscreen
- Insect repellent

The nominated supervisor will ensure the Kit contains a list of items that must be added at the last minute in an emergency. Items will include:

- Attendance registers for children, staff and volunteers
- Medications for staff and children

The nominated supervisor will include the requirement to check batteries, food, water, sunscreen and insect repellent in the diary note for quarterly emergency rehearsals and replace these items if necessary.

## Emergency and evacuation rehearsals

The service will add to each child's sense of security, predictability and safety, and ensure all educators and staff are familiar with our emergency procedures, by conducting evacuation drills at least **every three months**.

If necessary, the nominated supervisor will prepare a risk assessment to identify and manage risks that may arise in emergency drills and evacuation points.

The nominated supervisor will develop a schedule for conducting drills for the different types of emergencies identified in the *Emergency Management Plan* and will diarise to ensure these are completed. All rehearsals and drills will be recorded and available for inspection.

The drills will:

- Take place at various times of the day and week (rather than always on a Tuesday at 10am, for example) to ensure all children and staff members get the opportunity to rehearse. Rehearsals may also be conducted when families are present to help them become familiar with the emergency procedures. All persons present at the service during the evacuation drill must participate
- Be documented and assessed against specific outcomes
- Be immediately followed by a debriefing session, if possible, to identify any improvements that may be made. Any training needs will be identified, and action will be taken to implement the relevant training

## Information sharing, training and monitoring

The nominated supervisor will include the *Emergency Management and Evacuation Policy and Procedures* in staff inductions and ensure staff, volunteers and students receive practical training in relation to the requirements, including how to identify and manage risks. The nominated supervisor also implements an ongoing training program tailored to each staff member's needs and goals, which are identified through regular performance reviews.

At orientation, parents will be provided with the *Emergency Management and Evacuation Policy and Procedures*. Staff and family can access the risk assessments we conduct. Where appropriate, visitors will also be made aware of the emergency response procedures.

Our *Emergency Management Plan* will be tested every quarter and reviewed at least annually and as soon as practicable after an emergency event. Other scheduled training for the IMT and all staff, students and volunteers will take place regularly, e.g., how to use fire extinguishers, fire blankets and other emergency equipment, communication arrangements, identifying assembly points and the location of emergency equipment, first aid arrangements and how to turn off the electricity and gas supplies. All new staff, students and volunteers will receive training during their induction and refresher training will take place at least annually. (Note – our *Incident, Injury, Trauma and Illness Policy* describes our service's training arrangements for First Aid).

We will use informal games and discussions to familiarise children with our evacuation and emergency procedures as well as regular rehearsals.

The approved provider and nominated supervisor will monitor staff to ensure they are following our policies and procedures for emergencies and evacuations. They will act quickly to fix any issues and will give staff any extra support or training they need to comply. Volunteers and students are also required to comply with all service policies and procedures.

We will keep a record of all actual and rehearse emergencies, training and risk assessments, which can be accessed by staff, volunteers and families.

## Roles and responsibilities

| Responsibilities   | Role                                      |
|--|---|
| Ensure our service meets its obligations under the <i>Education and Care Services National Law and Regulations</i> , including to take every reasonable precaution to protect children from harm and hazards likely to cause injury and ensure children are adequately supervised at all times.  | Approved Provider<br>Nominated Supervisor |
| <ul style="list-style-type: none"><li>• Ensure that our service has policies and procedures in place for emergencies and evacuations that address specific areas set out in <i>the National Regulations</i> - i.e., this <i>Emergency Management and Evacuation Policy and Procedures</i> will be in place.</li><li>• Ensure our procedures set out instructions for what to do in an emergency and include an emergency and evacuation floor plan.</li><li>• As our service is located within a multi-storey building that is shared with other occupants and we have no direct egress to an assembly area, ensure additional procedures are set out, in line with the <i>National Regulations</i>.</li></ul> | Approved Provider                         |



|  |   |
|--|---|
| <p>Take reasonable steps to ensure that nominated supervisors, staff and volunteers follow, and can easily access, the <i>Emergency Management and Evacuation Policy and Procedures</i>, including by:</p> <ul style="list-style-type: none"> <li>• Providing information, training and other resources and support</li> <li>• Providing this <i>Policy</i> at induction</li> <li>• Clearly defining and communicating roles and responsibilities for implementing this <i>Policy</i></li> <li>• Communicating changes to routines and policies</li> <li>• Monitoring and auditing of staff practices (including through spot checks) and addressing non-compliance quickly</li> <li>• Regularly reviewing this <i>Policy</i></li> </ul> <p>The <i>Policy</i> must also be available for inspection.</p> | <p>Approved Provider<br/>(ultimate responsibility)<br/>Nominated Supervisor</p>     |
| <p>Notify families at least 14 days before changing <i>Emergency Management and Evacuation Policy and Procedures</i> if the changes will:</p> <ul style="list-style-type: none"> <li>• Affect the fees the charged or the way they are collected; or</li> <li>• Significantly impact the service's education and care of children; or</li> <li>• Significantly impact the family's ability to utilise the service.</li> </ul>  | <p>Approved Provider</p>  |
| <ul style="list-style-type: none"> <li>• Ensure risk assessments are conducted to identify potential emergencies, in accordance with regulations and having regard to all the areas covered in Risk Assessment section of this <i>Policy</i>.</li> <li>• Ensure a risk assessment is conducted at least once every 12 months and as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from our service and update our policies and procedures accordingly.</li> <li>• Ensure staff are aware of and can access/use the risk assessment to manage risks and ensure the safety of children and each other.</li> <li>• Keep a record of all risk assessments conducted.</li> </ul>   | <p>Approved Provider<br/>(ultimate responsibility)<br/>Nominated Supervisor</p>     |
| <p>Ensure that procedures are appropriate in practice to our service, identify risks and hazards, and any potential improvements to make to the <i>Emergency Management and Evacuation Policy and Procedures</i>. Report any issues to the appropriate staff member (either approved provider, nominated supervisor, or educators).</p>  | <p>Approved Provider<br/>Nominated Supervisor<br/>Educators and Families</p>        |
| <p>Implement the <i>Emergency Management and Evacuation Policy and Procedures</i>.</p>   | <p>Nominated Supervisor</p>   |
| <p>Be aware of legal obligations, and understand and follow the <i>Emergency Management and Evacuation Policy and Procedures</i>.</p>  | <p>Educators and other staff<br/>Volunteers</p>                                     |
| <p>Be aware of <i>Emergency Management and Evacuation Policy and Procedures</i> and follow the directions of staff if present during a rehearsal or real emergency or evacuation</p>   | <p>Families</p>   |
| <p>Ensure that a copy of the Emergency Management Plan and Evacuation Diagram and instructions are displayed in a prominent position near each exit at our premises.</p>   | <p>Approved Provider<br/>(ultimate responsibility)<br/>Nominated Supervisor</p>     |
| <p>Ensure emergency equipment is maintained and tested according to instructions and easily accessible</p>   | <p>Approved Provider<br/>(ultimate responsibility)<br/>Nominated Supervisor</p>     |
| <p>Keep up-to-to date emergency contact lists in each room in our service</p>  | <p>Nominated Supervisor</p>   |
| <p>Provide up-to-date contact details and emergency contact details</p>  | <p>Families</p>   |
| <ul style="list-style-type: none"> <li>• Ensure that the emergency and evacuation procedures are rehearsed every 3 months with staff, volunteers and children present, and under the guidance of the nominated supervisor.</li> <li>• Keep a record of all rehearsals carried out.</li> <li>• Ensure that all educators are trained in the procedures and know their roles and responsibilities and the evacuation points.</li> </ul>  | <p>Approved Provider<br/>(ultimate responsibility)<br/>Nominated Supervisor</p>     |
| <p>Participate in emergency and evacuation procedures if present at the service when they are occurring.</p>   | <p>Nominated supervisor<br/>Educators and other staff<br/>Families<br/>Visitors</p> |
| <p>Communicate the emergency procedures with children and families.</p>  | <p>Nominated Supervisor<br/>Educators and other staff</p>                           |

|   |            |
|---|------------|
|   | Volunteers |
| Complete attendance records when delivering or collecting child | Families   |

## Sources

Australian Standard 3745-2010 Planning for Emergencies in Facilities

Education and Care Services National Regulations

National Quality Standard

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Fact Sheet Emergency Plans – Safe Work Australia

Guide to Developing an Emergency Management Plan for Early Childhood Services, Victorian Government

ACECQA - Emergency and Evacuation Policy Guidelines

ACECQA – Multi-Storey Buildings: Evacuations and Approvals

## Review

The policy will be reviewed annually and when there are changes that could or do affect the safety of children and adults during an emergency or evacuation (such as renovations or changes to the number of staff or children). The review will be conducted by approved provider, nominated supervisor, employees, families and committee members.

- **Last reviewed: 25<sup>th</sup> March 2025**      **Date for next review: 25<sup>th</sup> March 2026**

## Appendix A

### Emergency Evacuation Procedure

Use this procedure for on-site and off-site evacuations. On-site evacuations may occur when it is necessary to evacuate the building but not the entire service premises.

Refer *Bushfire and Grassfire Policy* and *Emergency Evacuation and Shelter in Place Procedures in case of bushfire or grassfire*.

Nominated supervisor should advise neighbouring businesses/homes of emergency ASAP if possible, e.g., by phone or visiting business/home.

If service is located within a multi-storey building that is shared with other occupants and we have no direct egress to an assembly area, ensure additional procedures and communication arrangements are set out here also. These procedures will be specific to the building in which you are located (see *Emergency Management and Evacuation Policy* for more details).

1. If there's a fire, staff member who's first on scene immediately
  - sounds alarm, e.g., sounds bell/whistle every 5 seconds for 1 minute and says an evacuation (not practice) is taking place and extinguishes fire if safe/time to do so
  - calls 000
  - advises nominated supervisor
2. For other emergencies requiring evacuation employees or volunteers advise nominated supervisor who sounds alarm and says an evacuation (not practice) is taking place and calls 000
3. For fire emergencies
  - nominated supervisor turns off gas and electricity supplies if appropriate and safe
  - staff close all doors and windows
4. All educators on breaks return to their room to help evacuate children to assembly area
  - if children are outside, evacuation may occur from there if this is the safest option
  - if only some children outside, educators/room leader will immediately decide who is responsible for evacuating children who are inside and outside
5. Room leaders advise which educators in room will
  - evacuate mobile children
  - evacuate infants and toddlers in evacuation cots if necessary
  - help children and adults who cannot walk by most appropriate method which has been previously discussed, e.g., evacuation cots, wheelchairs, physical assistance
6. Educators evacuate children to assembly area
  - wherever possible use the stairs NOT the lifts in a multi-storey building unless the stairs are unsafe. Never use lifts if there's a fire
  - conduct head count so aware if all children accounted for
  - locate child if there is time to do so and this won't risk safety of other children/adults

Educators must acknowledge room leader's directions.

7. Nominated supervisor advises which educators/staff will check toilet, kitchen, playrooms, cot rooms and outside areas for children and adults and guide remaining children and visitors to the on-site/off-site assembly point.  
Educators/staff must acknowledge nominated supervisor's directions.
8. Designated educators/staff evacuate toilet, kitchen, playrooms, cot rooms and outside areas to assembly area
9. Nominated supervisor collects children's and staff attendance sheets, visitor register and the Emergency Kit including medications before leaving centre (must include parent/emergency contact phone numbers)
10. Nominated supervisor locks door if there is immediate danger inside building
11. Nominated supervisor advises neighbouring businesses/homes of emergency, e.g. by phone or visiting business/home if this has not already occurred
12. Educators check all children in their groups are present at assembly area using attendance sheets and report any absences to Nominated Supervisor as soon as possible
13. Nominated supervisor checks all educators, staff and visitors are present at assembly area
14. Nominated supervisor advises emergency services immediately if any child or adult is missing and follows their advice
15. Educators and staff supervise and reassure children
16. Educators and staff support children, staff and visitors who are injured and apply first aid if required - first aid applied by employees with current first aid qualifications
17. Educators and staff follow instructions from emergency services
18. Nominated supervisor and educators contact parents/emergency contacts to tell them what has and will happen by the most appropriate method in the situation, e.g., via service website, email, answering machine, telephone calls, phone texts
19. Nominated supervisor ensures no-one leaves assembly point until emergency services give all clear

### **After emergency**

20. Nominated supervisor ensures children or adults who are injured receive medical attention if required
21. Nominated supervisor and educators contact parents/authorised nominees to collect children if required by the most appropriate method in the situation, e.g., via service website, email, answering machine, telephone calls, phone texts
  - tell parents/authorised nominees any relevant information, e.g., building damaged and unsafe, evacuation point, areas to avoid, parking instructions
22. Nominated supervisor ensures educators stay on duty to care for and supervise children (after rostered hours if necessary) until families or relief staff arrive
23. Nominated supervisor implements following where parents/emergency contacts cannot be contacted, or are unable to get to the centre, to collect their child:
  - contact parents/emergency contacts and authorised nominees every 15 minutes where previous attempts to make contact have been unsuccessful
  - ensures there are sufficient numbers of service staff available (including relief staff) to adequately care for and supervise each child

- ensures child is never left alone with any adult unknown to staff, or not assisting in managing the emergency or child's care in a professional capacity
  - contact the police or Child Protection Services for advice if emergency is over and service staff are unable to stay with the child any longer
24. Complete *Incident, Injury, Trauma and Illness Record* for children who have suffered an injury or trauma
  25. Get parent/authorised nominee to sign *Incident, Injury, Trauma and Illness Record* and give them a copy
  26. File original *Record* in child's file and record summary details in the *Incident, Injury, Trauma and Illness Register*, including time notified to Education and Care Regulatory Authority if relevant
  27. Approved provider notifies Education and Care Regulatory Authority of serious incident within 24 hours through NQS ITS and records summary details in the *Serious Incident Register*, including time notified to Regulator if relevant
    - File acknowledgement with *Incident Record* in child's file
  28. If service closes approved provider reports closure and reason within 24 hours to:
    - CCS Assessments [CCSAssessments@dese.gov.au](mailto:CCSAssessments@dese.gov.au)
    - Education and Care Regulatory Authority
    - any third-party software provider

Advise these agencies when service reopens.
  29. Approved provider notifies WorkSafe Victoria as soon as possible about **work related incidents** including:
    - death of a person
    - a person needing medical treatment within 48 hours of being exposed to a substance
    - a person needing immediate treatment as an in-patient in a hospital
    - a person needing immediate medical treatment for one of the following injuries: amputation, serious head injury or serious eye injury, removal of skin (example: de-gloving, scalping), electric shock, spinal injury, loss of a bodily function, serious lacerations (example: requiring stitching or other medical treatment)

See [WorkSafe Victoria](#) for more information.
  30. File notification in WHS Register
  31. Debrief after emergency, review emergency plan and procedures, and implement any improvements to policy and procedures
  32. Record improvements in QIP

## Lockdown Procedure

Refer to *Lockdown Policy*

## Lockout Procedure

The following *Lockout Procedure* will be used when an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety. The nominated supervisor:

- Activates lockout procedures

- Announces lockdown with instructions about what is required. Instructions may include nominating staff to:
- Lock doors to prevent entry
- Check the premises for anyone left inside
- Obtain Emergency Kit.
- Contacts emergency services on 000
- Goes to the designated assembly area
- Checks that children, staff and visitors are all accounted for.

#### **Actions after lockdown**

- Determine if there is any specific information staff, children, parents and visitors need to know (e.g., areas of the facility to avoid)
- Ensure any children, staff or visitors with medical or other needs are supported
- Follow up with any children, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockdown and procedural changes that may be required.
- Notify Education and Care Regulatory Authority of incident as set out in our *Incident, Injury, Trauma and Illness Policy*.

## **Shelter-in-place Procedure**

**Refer *Bushfire and Grassfire Policy and Emergency Evacuation and Shelter in Place Procedures* in case of bushfire or grassfire.**

The following *Shelter-in-place Procedure* will be considered when an event takes place outside of the children's service and emergency services determine the safest course of action is to keep children and staff inside a designated building in the children's service until the external event is handled.

If a shelter-in-place action is determined, the nominated supervisor:

- Activates shelter-in-place procedures
- Moves all children, staff and visitors to the pre-determined shelter-in-place area
- Obtains emergency kit
- Notifies parents/families if the shelter-in-place is going to extend beyond the services hours of operation
- Notifies Education and Care Regulatory Authority of incident as set out in our *Incident, Injury, Trauma and Illness Policy*.

## **Emergency response procedures (specific emergencies)**

### **FIRE**

All staff will remain calm and report the outbreak of fire immediately to the nominated supervisor who will:

- Activate the fire alarm
- Phone **000** to notify the fire brigade
- Extinguish the fire (**if safe to do so**)

- Implement evacuation procedures if threat exists and close all doors and windows
- Check that all areas have been cleared
- Check children, staff and visitors are accounted for
- Notify Education and Care Regulatory Authority of incident as set out in our *Incident, Injury, Trauma and Illness Policy*.

## **BUSHFIRES/GRASS FIRES**

Refer Bushfire or Grassfire Policy

## **SEVERE WEATHER /STORMS AND FLOODING**

The nominated supervisor will direct educators and staff to:

- Store or secure loose items external to the building, such as outdoor furniture
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows
- (During a severe storm) remain in the building and ensure they and children keep away from windows. Restrict the use of telephone landlines to emergency calls only
- Tune in to ABC radio, if possible, to follow any emergency instructions
- Report to the nominated supervisor regarding the status of children, staff and visitor safety.

After the storm passes, the nominated supervisor will evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.

## **PANDEMIC**

The approved provider and nominated supervisor will:

- Ensure basic hygiene measures are in place including the display of hygiene information
- Provide convenient access to water and liquid soap and/or alcohol-based sanitiser
- Educate staff and children about covering their cough to prevent the spread of germs
- Stay alert and follow any instructions issued by Health authorities
- Be prepared for multiple waves
- Ensure spaces are well-ventilated – open windows if safe to do so or through mechanical air ventilation
- Notify Education and Care Regulatory Authority of incident as set out in our *Incident, Injury, Trauma and Illness Policy*.

## **BOMB/CHEMICAL THREAT**

The nominated supervisor will implement the following procedures:

- If a bomb/chemical threat is received by telephone:
  - **stay calm**
  - **do not** hang up
  - refer to the bomb threat checklist.
- If a bomb/chemical threat is received by mail:
  - avoid handling of the letter or envelope
  - place the letter in a clear bag or sleeve
  - inform the Police immediately.

- If a bomb/chemical threat is received electronically or through the service's website:
  - do not delete the message
  - contact police immediately.
- Ensure doors are left open.
- **Do not** touch any suspicious objects found.
- If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered.
- Notify Education and Care Regulatory Authority of incident as set out in our *Incident, Injury, Trauma and Illness Policy*.



## Bomb/substance threat checklist

*This checklist should be held by persons who regularly accept incoming telephone calls.*

### KEEP CALM

| CALL TAKER  |  | CALL TAKEN       |  |
|-------------|--|------------------|--|
| Name        |  | Date/Time:       |  |
| Telephone # |  | Duration of call |  |
| Signature   |  | Number of caller |  |

Complete the following for a **BOMB THREAT**

| QUESTIONS                          | RESPONSES |
|------------------------------------|-----------|
| When is the bomb going to explode? |           |
| Where did you put the bomb?        |           |
| What does the bomb look like?      |           |
| What kind of bomb is it?           |           |
| What will make the bomb explode?   |           |
| Did you place the bomb?            |           |
| What is your name?                 |           |
| Where are you going?               |           |
| What is your address?              |           |

Complete the following for a **SUBSTANCE THREAT**

| QUESTIONS                                 | RESPONSES |
|---|-----------|
| When will the substance be released?      |           |
| Where is it?                              |           |
| What does it look like?                   |           |
| When did you put it there?                |           |
| How will the substance be released?       |           |
| Is the substance a liquid, powder or gas? |           |
| Did you put it there?                     |           |

| CHARACTERISTICS OF THE CALLER   |  |
|---------------------------------|--|
| Sex of caller                   |  |
| Estimated age                   |  |
| Accent if any                   |  |
| Speech impediments              |  |
| Voice (loud, soft, etc)         |  |
| Speech (fast, slow etc)         |  |
| Dictation (clear, muffled, etc) |  |
| Manner (calm, emotional, etc)   |  |
| Did you recognise the voice?    |  |

|                                  |  |
|----------------------------------|--|
| If so, who do you think it was?  |  |
| Was the caller familiar with the |  |

| LANGUAGE                                 |   |
|--|---|
| <input type="checkbox"/> Abusive         | <input type="checkbox"/> Taped                  |
| <input type="checkbox"/> Well Spoken     | <input type="checkbox"/> Irrational             |
| <input type="checkbox"/> Incoherent      | <input type="checkbox"/> Message read by caller |
| <input type="checkbox"/> Other (Specify) |   |

| BACKGROUND NOISE                   |   |
|------------------------------------|---|
| <input type="checkbox"/> Music     | <input type="checkbox"/> Local call         |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Long Distance Call |
| <input type="checkbox"/> Aircraft  | <input type="checkbox"/> Other (specify)    |

| EXACT WORDING OF THREAT |
|-------------------------|
|                         |

| ACTIONS         |  |
|-----------------|--|
| REPORT CALL TO: |  |
| ACTIONS:        |  |

## **MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)**

The nominated supervisor will:

- Call the Fire Brigade on 000
- Turn off gas supply
- If there is a gas leak onsite, notify the gas provider (number can be found on the emergency numbers and key contacts page)
- Implement evacuation procedures
- Check staff, children and visitors are accounted for
- Await 'all clear' or further advice before resuming normal children's services activities
- Notify Education and Care Regulatory Authority of incident as set out in our *Incident, Injury, Trauma and Illness Policy*
- Notify WorkSafe Victoria if required.

## **INTERNAL EMISSION/SPILL (e.g., cleaner's storeroom)**

The nominated supervisor will:

- Move staff/children away from the spill to a safe area
- If safe to do so, direct staff to clean the spill. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to manage
- Notify WorkSafe Victoria if required.

## **EARTHQUAKE**

- Don't panic.

If outside:

The nominated supervisor will instruct staff and children to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
  - DROP to the ground
  - Take COVER by covering their head and neck with your arms and hands
  - HOLD on until the shaking stops.

If inside:

The nominated supervisor will instruct staff and children to:

- Move away from windows, heavy objects, shelves etc.
- DROP, COVER and HOLD
  - DROP to the ground
  - Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms
  - HOLD on until the shaking stops.

After the earthquake the nominated supervisor will:

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building
- Instruct educators, staff and children to watch out for fallen trees, power lines, and stay clear of any structures that may collapse

- Ask educators and staff about the status of staff, children and visitor safety.
- Arrange medical assistance where required
- Instruct educators and staff to help others if possible
- Tune in to ABC radio, if possible, to follow any emergency instructions.

If there is damage to the facility and it is OK to do so, the nominated supervisor may take notes and photographs for insurance purposes.

## **MEDICAL EMERGENCY**

- Check for any threatening situation and remove or control it (if safe to do so)
- Remain with the casualty and provide appropriate support
- Notify First Aid Officer and the nominated supervisor
- Notify the ambulance by dialling '000'
- The nominated supervisor will designate someone to meet and direct the ambulance to the location of the casualty
- Do not leave the casualty alone unless emergency help arrives
- Do not move the casualty unless exposed to a life-threatening situation.
- Refer "Administration of First Aid" in our *Incident, Injury, Trauma and Illness Policy*.

## **INTRUDER/PERSONAL THREAT**

- Notify the nominated supervisor who will request assistance from the police by dialling '000'
- Do not do or say anything to the person to encourage irrational behaviour
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants
- The nominated supervisor will determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.

## Appendix B

### Emergency Communication Procedure

The approved provider will ensure there is access to reliable communication channels in the event of an emergency by maintaining access to a telephone (such as fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment) at all times.

The main telephone is located at the front office. If there is a complete loss of electricity and the telephones are not available, a mobile phone will be available and ready to use at all times to ensure educators can make emergency contact.

The nominated supervisor will, *where possible*:

- Listen to local radio stations (e.g., local ABC station) during emergencies to access current information about the situation.
- Ensure that families are provided with current information about an emergency situation, the actions taken to protect their child, and what actions families should take, through an accessible communication channel such as social media, service website, SMS or email. Multiple channels may be used to assist the flow of information
- Ensure that current information about any service closure due to the emergency is provided through the same communication channels.
- Ensure current information about families' emergency contact details is maintained. This may include families' phone numbers, email addresses and social media accounts. The nominated supervisor will regularly remind families through service communications to update their contact details if required.

## Appendix C

### Emergency Drill/Exercise 'Observer' Record

| Item   | Yes<br>✓ | No<br>✓ |
|--|----------|---------|
| Were emergency services briefed on exercise prior to exercise being started?   |          |         |
| Did the person discovering the emergency alert the other occupants?            |          |         |
| Was the alarm activated?   |          |         |
| Was the emergency service notified promptly?                                   |          |         |
| Did staff direct persons from the building/site per the evacuation procedures? |          |         |
| Were isolated areas searched?  |          |         |
| Was the evacuation logical and methodical?                                     |          |         |
| Did someone take charge? If yes, who?  |          |         |
| Did occupants act as per instructions?   |          |         |
| Was a roll call conducted for:   |          |         |
| Children   |          |         |
| Staff  |          |         |
| Visitors (including contractors and volunteers)                                |          |         |
| Was someone appointed to liaise with the emergency service/s?                  |          |         |
| Was someone appointed to liaise with the parents/community?                    |          |         |
| Was the emergency service given the correct information?                       |          |         |
| Did anyone re-enter the premises before the "all clear" was given?             |          |         |
| Did anyone refuse to leave the building/site?                                  |          |         |
| Area of Emergency plan tested by current exercise:                             |          |         |

## Appendix D

### Risk assessment template for emergencies

This is an example taken from the Victorian [Guide to Developing an Emergency Management Plan](#) - refer for further information and written example

| 1. Identified Hazard  | 2. Description of Risk | 3. Current control measures implemented at our early childhood service   | 4. Risk Rating   |                 |                 | 5. Treatments to be Implemented   | 6. Revised Risk Rating after implementing Treatments |                 |                 |
|---|------------------------|--|------------------|-----------------|-----------------|---|--|-----------------|-----------------|
|   |                        |  | A<br>Consequence | B<br>Likelihood | C<br>Risk Level |   | A<br>Consequence                                     | B<br>Likelihood | C<br>Risk Level |
| <p><i>Only include in your EMP those hazards that are applicable to your early childhood service</i></p> <p><i>The examples provided below are not intended to be exhaustive.</i></p> |                        | <p><i>Only include in this column those controls that have actually been implemented in your early childhood service.</i></p> <p><i>If you choose to use any of the examples below, make sure the wording describes the situation in your workplace.</i></p> |                  |                 |                 | <p><i>Measures to be taken by our early childhood service to eliminate or reduce impact of the risk</i></p> |  |                 |                 |
|   |                        |  |                  |                 |                 |   |  |                 |                 |